

Department of Information Technology

Item-2:

Approval of a Resolution to Implement a Five-Year Email System Retention Policy and to Adopt an Amendment to the Master Records Schedule

Rules Committee Meeting

February 16, 2022

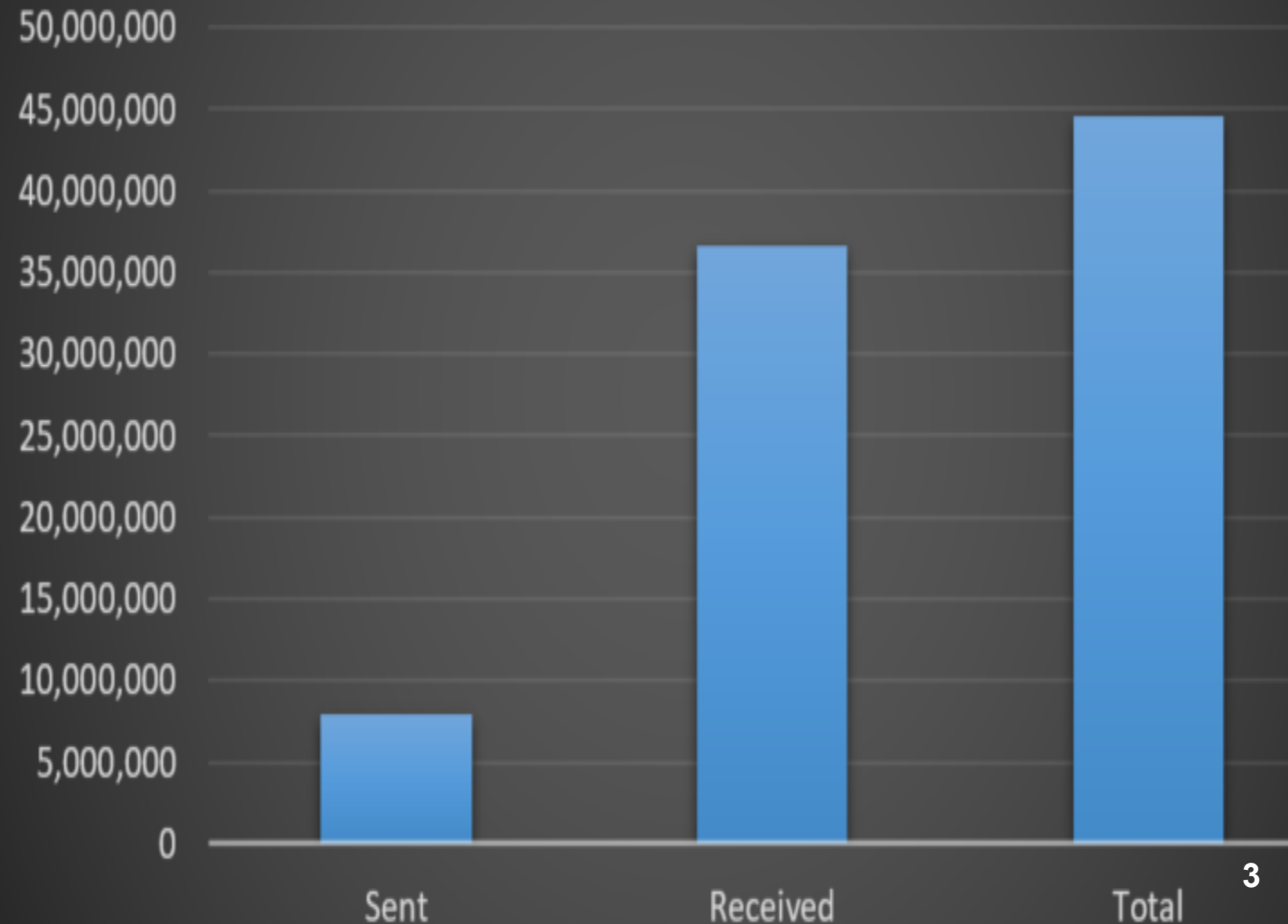
All City Email Currently Retained Indefinitely

City Email Archives			
	City	PD	Status
Office 365	2014-Current	2020-Current	Current Email System
Capax	2008-2014	2008-2020	Replaced Nearpoint Archive for Older Email
NearPoint	2008-2014	2008-2020	Retired-End of Life

Increasing City Email Volume

- **7.5 Million Monthly**
- **90 Million Annually**
- **5.4% Increase Since June**

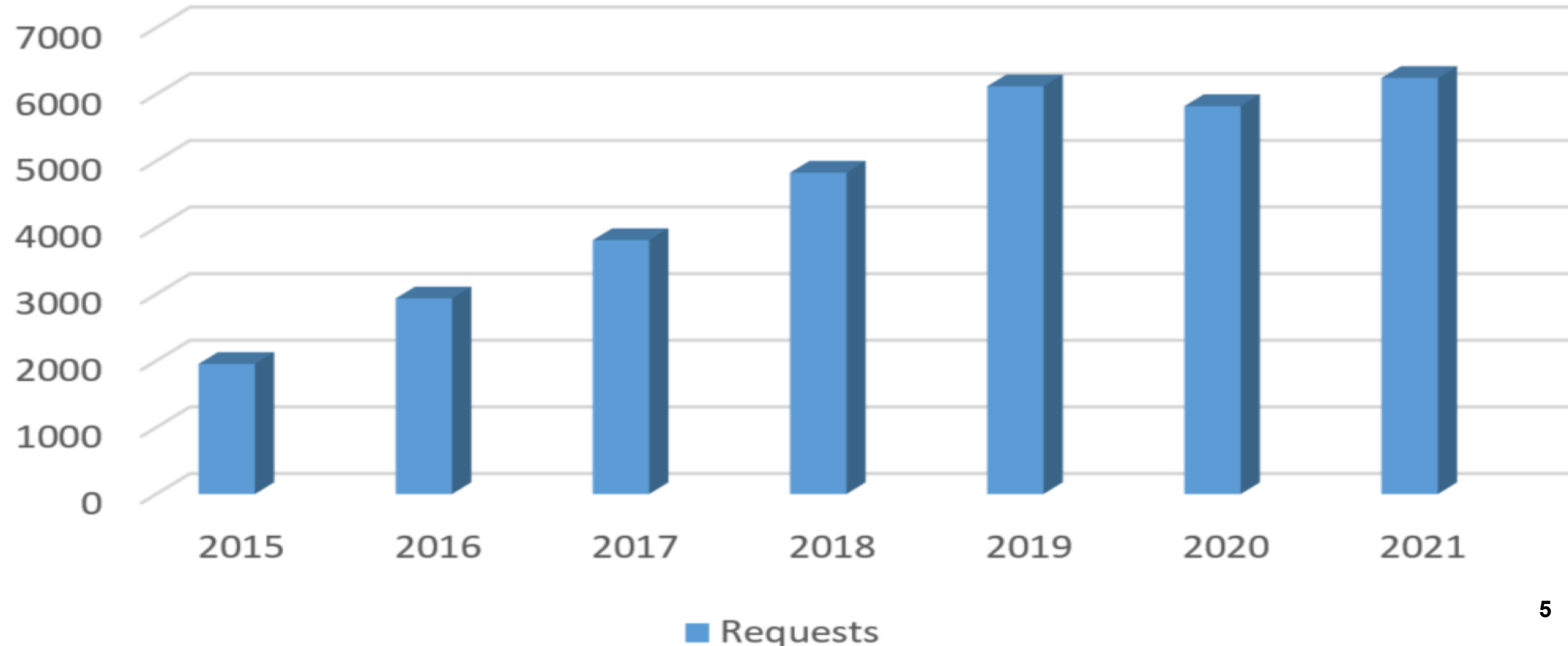
180 Day Email Usage Trend ▲ 5.4%



Challenges With Keeping Email Indefinitely

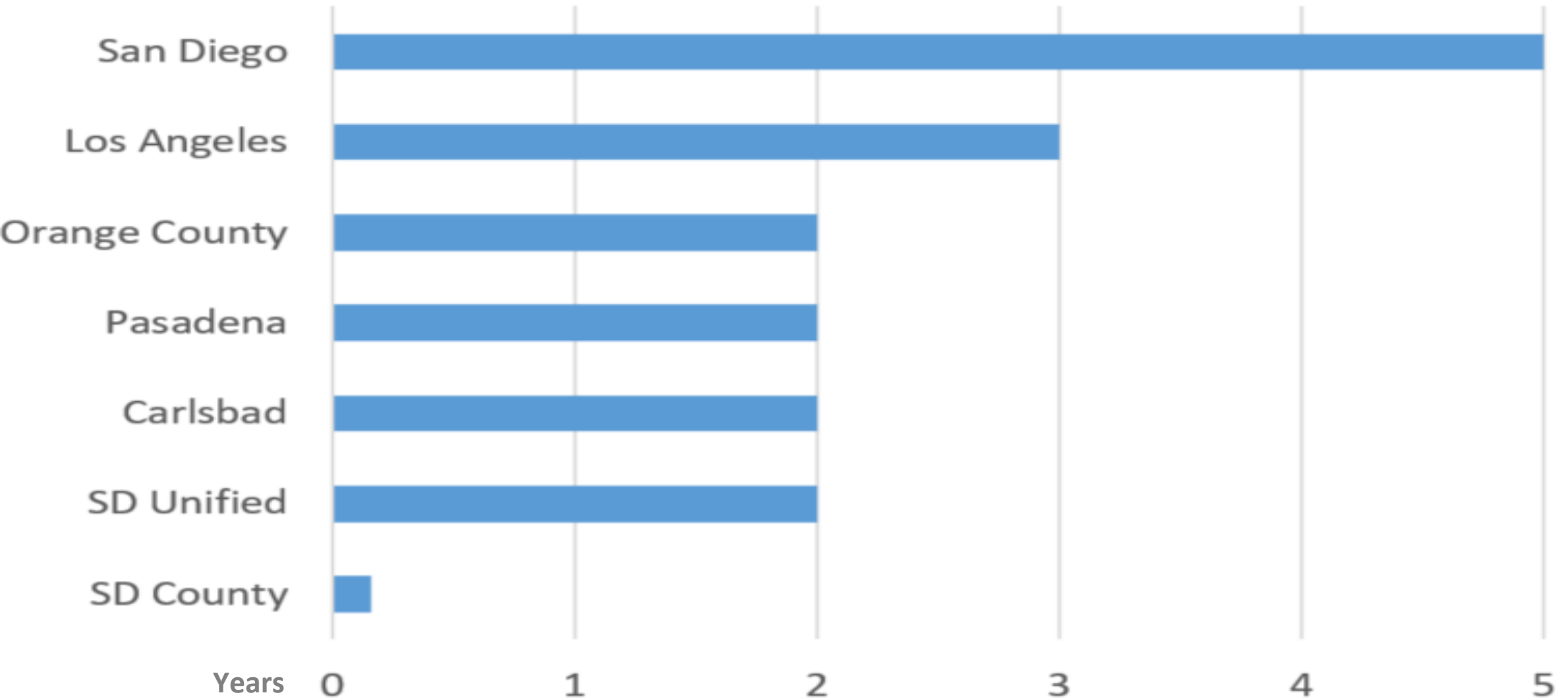
- **Many Email Searches Run Over 24 Hours**
- **Email Boxes Reaching Size Limits**
- **Performance Issues**
- **Operational Issues**
- **Delays Public Records Request Responses**
- **Increasing Costs and Technical Management**

Public Records Request Growth



Email Retention Comparison

* Query Results From Early 2021



Email Retention Categories

Legal Hold Retained



City Email Records Records Saved to a Trusted System and Retained 10 Years According to Proposed Master Records Schedule

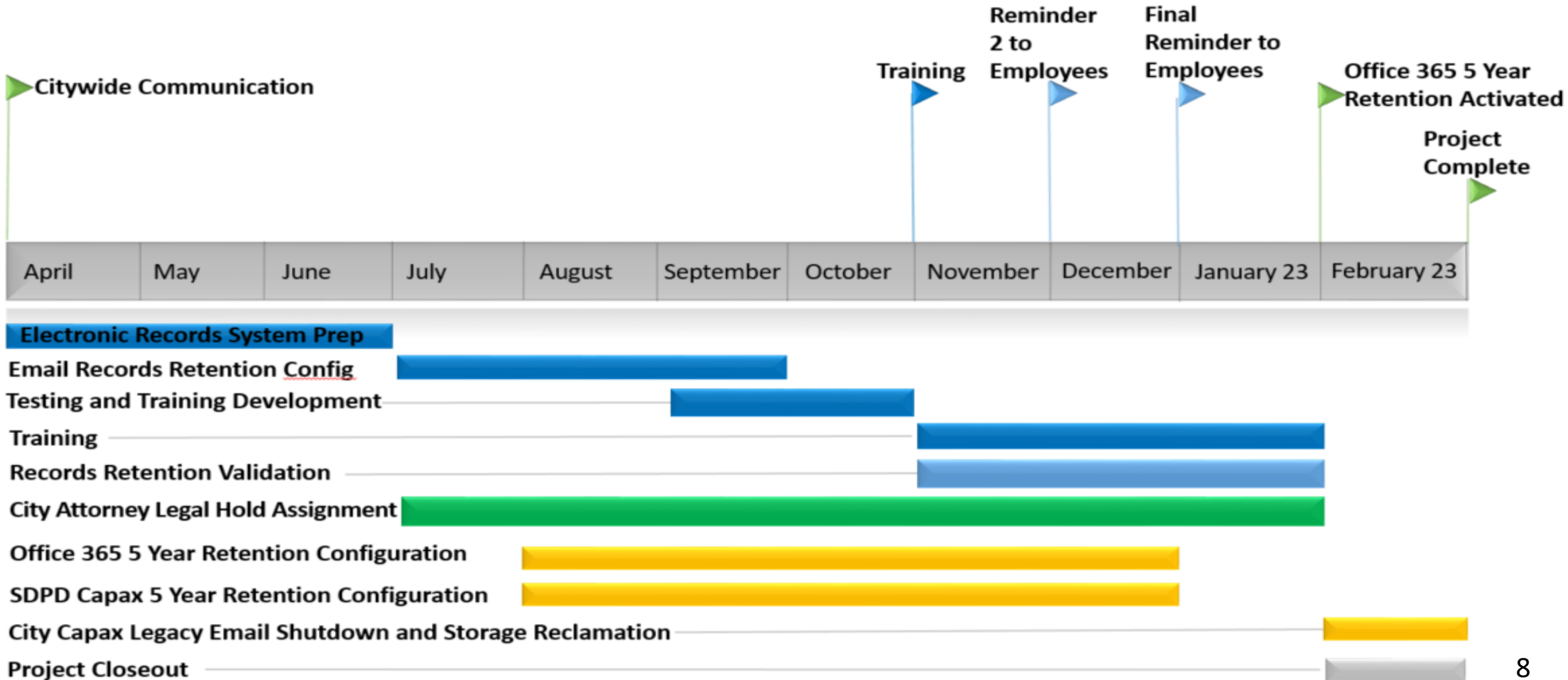
***Email Message Deleted After 5 Years**



Non Records **Deleted After 5 Years**



Policy Implementation by Feb 1, 2023



\$1.2 Million in Savings Over Five Years

Current Email Cost Projection	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Cloud Hosting/Storage	\$144,000	\$149,000	\$154,000	\$159,000	\$164,000	\$770,000
Capax License	\$105,000	\$105,000	\$105,000	\$105,000	\$105,000	\$525,000
PD Capax Operational Costs	\$36,288	\$36,288	\$36,288	\$36,288	\$36,288	\$181,440
Total						\$1,476,440

5 Year Email Retention	Year 1	Year 2	Year 3	Year 4	Year 5	Total
Cloud Hosting/Storage						\$0
Capax License	\$52,500	\$52,500	\$52,500			\$157,500
PD Capax Operational Costs	\$36,288	\$36,288	\$36,288			\$108,864
Total						\$266,364

Recommendation

Proposed Action

Approve the Resolution to Implement a Five-Year Email System Retention Policy and to Adopt an Amendment to the Master Records Schedule

Questions ?

